



June 26, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313
(a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Hancock Rural Telephone Corporation d/b/a NineStar Connect, Study Area Code 320775. Hancock Rural Telephone Corporations d/b/a NineStar Connect is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission for §54.313 (a)(2) through (a)(4).

Should you have any questions, please contact me via email at kgerard@ninestarconnect.com or by phone at 317-323-2105.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kim Gerard". The signature is fluid and cursive.

Kim Gerard
Legal & Regulatory Administrator

Enclosures
cc: Indiana Utility Regulatory Commission

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

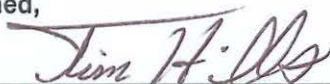
I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Hancock Rural Telephone Corporation	Indiana	320775
d/b/a NineStar Connect		
(f/k/a Hancock Telecom)		

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



[Signature of Corporate Officer]

Date:

06/20/2012

Tim Hills

[Printed Name of Corporate Officer]

President & CEO

[Title of Corporate Officer]

Carrier's Name Hancock Rural Telephone Corporation d/b/a NineStar Connect

Carrier's Address 2243 E. Main Street, Greenfield, IN 46140

Carrier's Telephone Number (317) 326-3131

OUTAGE REPORTING – §54.313 (a)(2)

Detailed information on any outage in the prior calendar year, as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

ANSWER: No outages met the criteria during calendar year 2011.

UNFULFILLED SERVICE REQUESTS – §54.313(a)(3)

The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those customers.

ANSWER: There were no unfilled requests for service during calendar year 2011.

NUMBER OF COMPLAINTS PER 1,000 CONNECTIONS – §54.313(a)(4)

The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year.

ANSWER: During calendar year 2011, Hancock Rural Telephone Corporation d/b/a NineStar Connect received 0 complaints per 1,000 working access lines.